



*"People  
helping people  
help  
themselves"*

Michael R. Pence, Governor  
State of Indiana

***Division of Disability and Rehabilitative Services***  
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**To:** Division of Disability and Rehabilitative Services Providers  
**From:** Becky Selig, Director, Bureau of Quality Improvement Services  
**Re:** Incident Management System Update  
**Date:** July 1, 2013

On July 1, 2013 the Division of Disability and Rehabilitative Services (DDRS) is releasing a system upgrade to DDRS' database for reporting incidents of consumer abuse, neglect and exploitation. Providers use the state's web-based Incident and Follow-Up Reporting Tool (IFUR) to file incident reports. The IFUR system will have the following upgrades:

- Providers will begin to receive notification when:
  - A reportable incident has been deemed a Sentinel Event (i.e., immediate follow-up is necessary to assure consumer's health and welfare); and
  - When a Sentinel Event has met all the criteria (i.e., immediate safety precautions and longer-term preventative measures are in place) and has been closed.
- Police involvement and police notified will be the same field requiring only one response.
- If the Date of Knowledge of the incident is prior to the Date of Incident occurring, a message will appear asking for verification.

For further information on the Incident Reporting process please refer to the Incident Reporting page on DDRS' website <http://www.in.gov/fssa/ddrs/3838.htm>. Please submit questions and feedback to [BQIS.Help@fssa.in.gov](mailto:BQIS.Help@fssa.in.gov).

